

# **EXHIBIT 2-LLL**

THE WAVE STUDIO, LLC  
COMPLAINT

VISA Visa Signature  
SIGNATURE Luxury Hotel Collection

FIND ABOUT  
A HOTEL THE COLLECTION VISA SIGNATURE

Sign up | Login  
Book online or call us 24/7:  
1-800-955-7392  
or Contact Us

DESTINATION (Enter hotel name, city, country, brand)

The Chedi Club at Tanah Gajah, Ubud

Travel Dates (Optional)

Mon Feb 27, 2012

Tue Feb 28, 2012

clear dates

Adults

2

Children

0

SEARCH HOTELS

Advanced Search

## The Chedi Club at Tanah Gajah, Ubud

Find a Hotel > Asia > Indonesia > Bali > Ubud > Ubud

Like Share

Current Local Time:  
20:21 / Wed, Jan 18th, 2012

### Exclusive Benefits for Visa Signature Cardholders:

- Best available rate guarantee
- Automatic room upgrade upon arrival, when available
- Free In-room Internet or Valet parking
- Complimentary continental breakfast
- 3PM check-out, when available
- VIP Guest status
- \$25 food or beverage voucher

Terms & Conditions

HIDE

SCORE

76

Rated Jan, 2010

SCORE EXPLAINED

Service	8
Rooms	8
Food & Beverage	8
Spa & Fitness	7
Attention to Detail	8
Generosity & Value	7
Wow / Hip Factor	7
Architecture & Design	7
Location	8
Fit to Promise	8

NIGHTLY RATES FROM:

USD 285

VISA

Room & Suites: 20  
Setting: Countryside  
Style: Boutique, Classic, Resort, Design

CHECK AVAILABILITY

Mon Feb 27, 2012

Tue Feb 28, 2012

ADULTS

2

CHILDREN

0

Group Booking?

CHECK AVAILABILITY

IMAGE VIEW

MAP VIEW

VISA  
SIGNATURE  
Visa Signature  
Luxury Hotel Collection

FIND  
A HOTEL  
ABOUT  
THE COLLECTION  
VISA SIGNATURE

Sign up | Login  
Book online or call us 24/7:  
1-800-955-7392  
or Contact Us

DESTINATION (Enter hotel name, city, country, brand)

The Chedi Club at Tanah Gajah, Ubud

Travel Dates (Optional)

Mon Feb 27, 2012

Tue Feb 28, 2012

clear dates

Adults

2

Children

0

Advanced Search  
SEARCH HOTELS

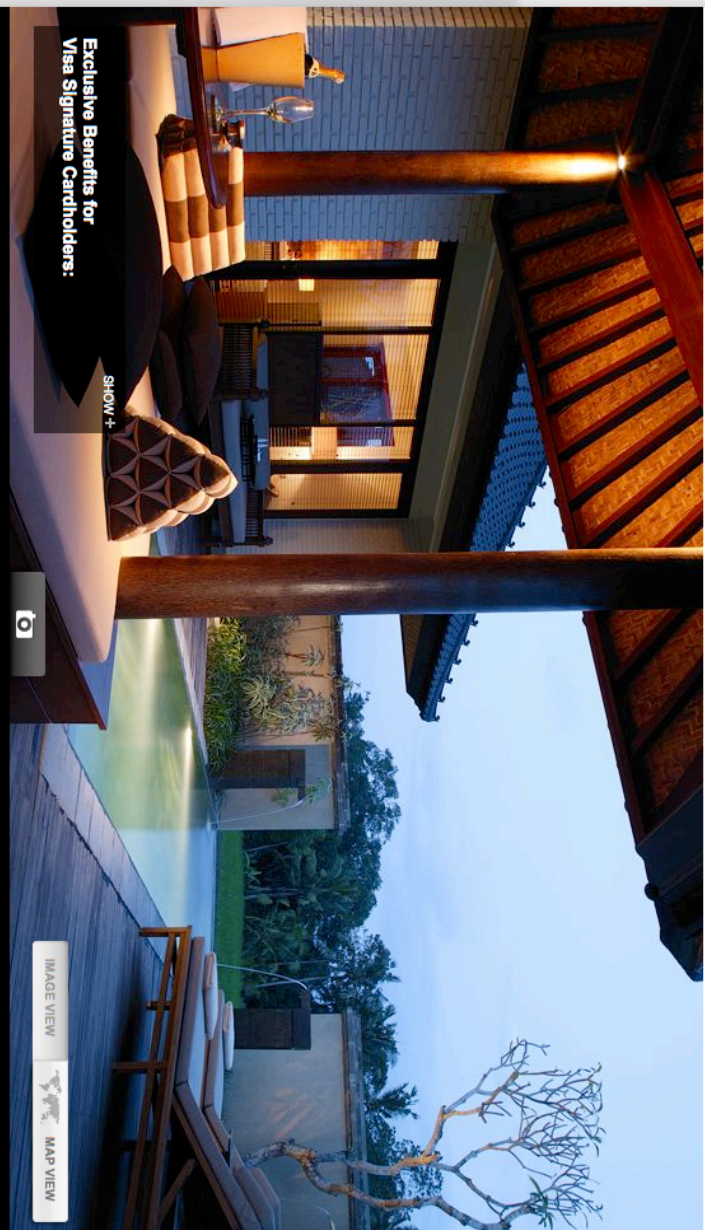
Return to search results

## The Chedi Club at Tanah Gajah, Ubud

Find a Hotel > Asia > Indonesia > Bali > Ubud > Ubud

Like Share

Current Local Time:  
20:21 / Wed, Jan 18th, 2012



Exclusive Benefits for  
Visa Signature Cardholders:

SHOW +

IMAGE VIEW

MAP VIEW

SCORE

76

Rated Jan, 2010

SCORE EXPLAINED

Service	8
Rooms	8
Food & Beverage	8
Spa & Fitness	7
Attention to Detail	8
Generosity & Value	7
Wow / Hip Factor	7
Architecture & Design	7
Location	8
Fit to Promise	8

NIGHTLY RATES FROM:

USD 285

VISA

Room & Suites: 20  
Setting: Countryside  
Style: Boutique, Classic, Resort, Design

CHECK AVAILABILITY

Mon Feb 27, 2012

Tue Feb 28, 2012

ADULTS

2

CHILDREN

0

Group Booking?

CHECK AVAILABILITY



VISA Visa Signature  
SIGNATURE Luxury Hotel Collection

FIND ABOUT  
A HOTEL THE COLLECTION VISA SIGNATURE

Sign up | Login  
Book online or call us 24/7:  
1-800-953-7392  
or Contact Us

DESTINATION (Enter hotel name, city, country, brand)  
The Chedi Club at Tanah Gajah, Ubud

Travel Dates (Optional)  
Check In Check Out

Adults Children  
2 0

Advanced Search >  
SEARCH HOTELS

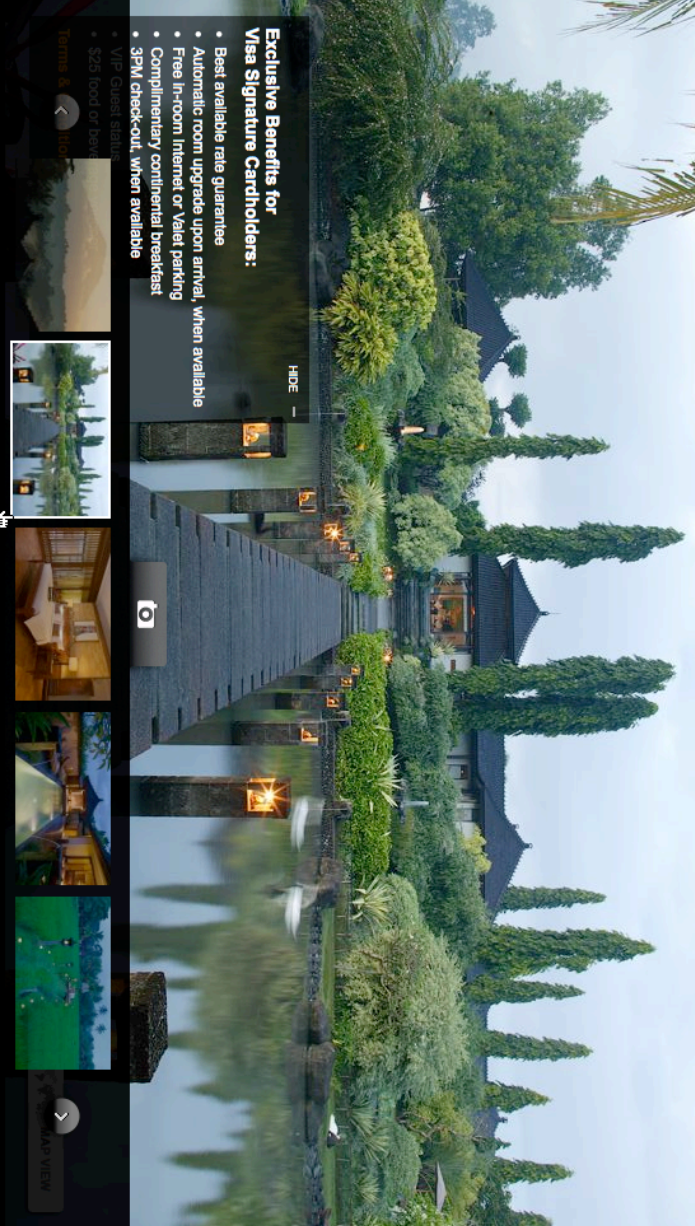
# The Chedi Club at Tanah Gajah, Ubud

Find a Hotel > Asia > Indonesia > Bali > Ubud > Ubud

Like 0 Share

Current Local Time:  
00:45 / Tue, Jul 24th, 2012

- ### Exclusive Benefits for Visa Signature Cardholders:
- Best available rate guarantee
  - Automatic room upgrade upon arrival, when available
  - Free In-room Internet or Valet parking
  - Complimentary continental breakfast
  - 3PM check-out, when available
  - VIP Guest status
  - \$25 food or bev



SCORE

80

SCORE EXPLAINED

Service	9
Rooms	8
Food & Beverage	8
Spa & Fitness	7
Attention to Detail	8
Generosity & Value	8
Wow / Hip Factor	8
Architecture & Design	8
Location	8
Fit to Promise	8

NIGHTLY RATES FROM:

USD 390

CHECK AVAILABILITY

Check In Check Out

ADULTS CHILDREN

2 0 Group Booking?

CHECK AVAILABILITY